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# Virtual Health COVID-19 accessible solution toolkit

**Addendum for:**

## SECURE EMAIL-TO-FAX: with illustrations

(non-EMR user = Turboscan + SR Fax)

A secure email-to-fax service is available for use for clinicans (physicians, psychiatrists and nurse practitioners) who need the ability to prescribe remotely during the COVID-19 crisis. Providers will be able to "fax" their handwritten prescriptions securely via email. Existing procedures used for remote prescribing and Virtual Health continue to be in place.

TurboScan is a mobile app available for Apple and Android devices that turns you phone into a scanner, enabling prescribers to scan hard copy prescriptions with wet signatures.  A free version is available. Turboscan requires an eFax tool to transmit the image via email to the pharmacy fax machine; no download required. It is important to ensure that the license number (College ID) and **current phone number,** where the prescriber can be reached, are included.

### When to use it

- When a provider needs the ability to prescribe remotely.
- When the provider doesn't have access to the EMR and need the ability to prescribe remotely to a pharmacy fax machine.

### Best use

- Remote ordering of prescription without using EMR

### Technical requirements

- Access to HA issued email to send prescription to SR Fax server
- Wifi/Data enabled mobile device
- Mobile device to download Turboscan app

### Privacy and Security

- Turboscan and SR Fax is endorsed by the Ministry of Health and VCH, PHC and PHSA for immediate use under the emergency response due to COVID-19. Security and privacy review have been completed.
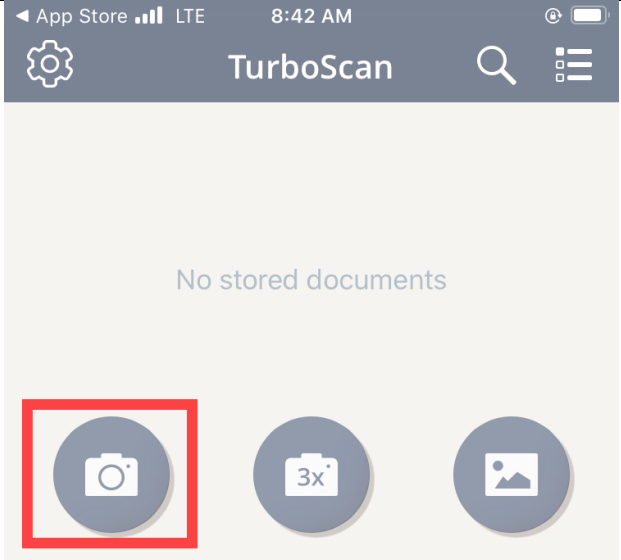
### Risk and limitation

- Unintended sharing of personal identifiable information
- Need to retain paper copy of prescription in a secure location until you can take it on site to place in the patient's paper clinical health record.

Last updated: April 5, 2020

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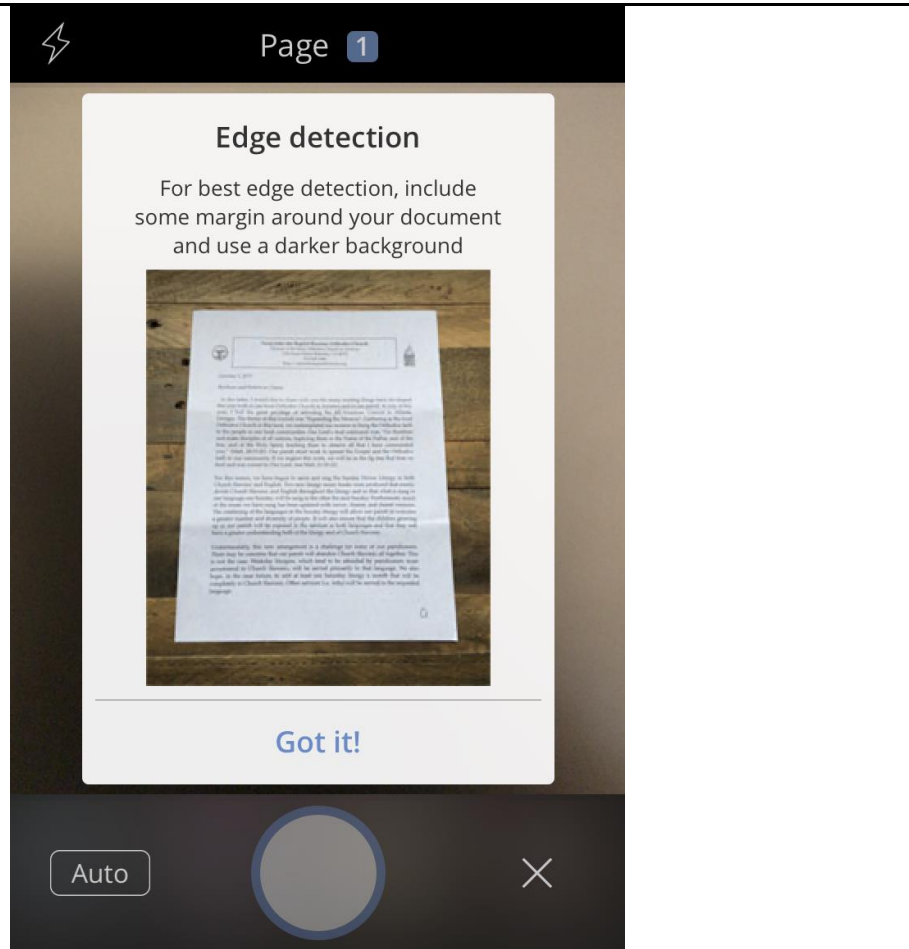Office of Virtual Health
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- Need to delete pictures of the prescription from Turboscan app after each use.
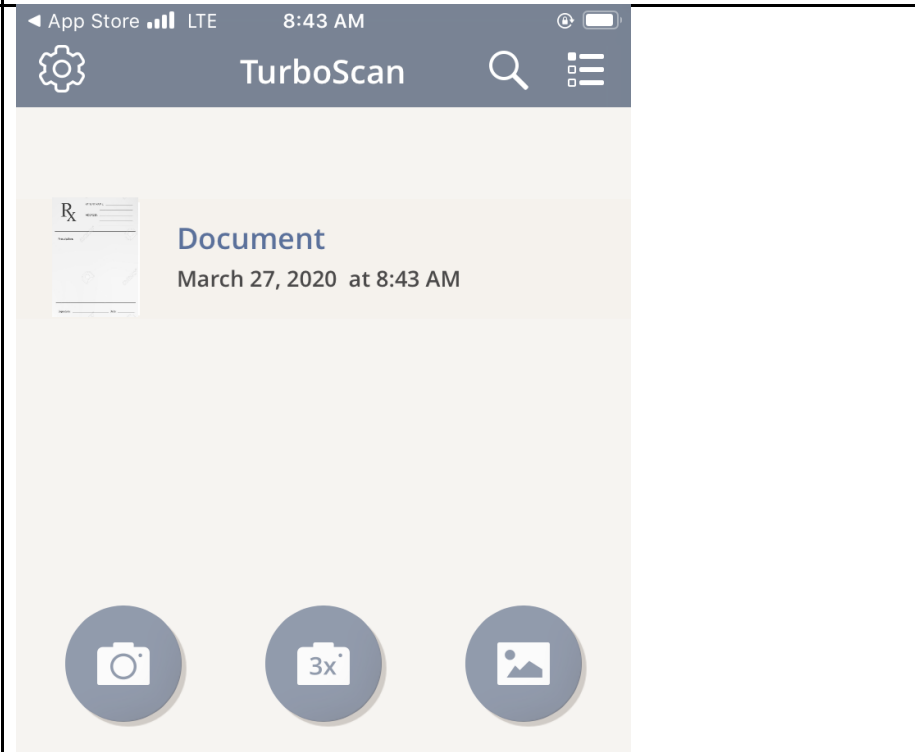
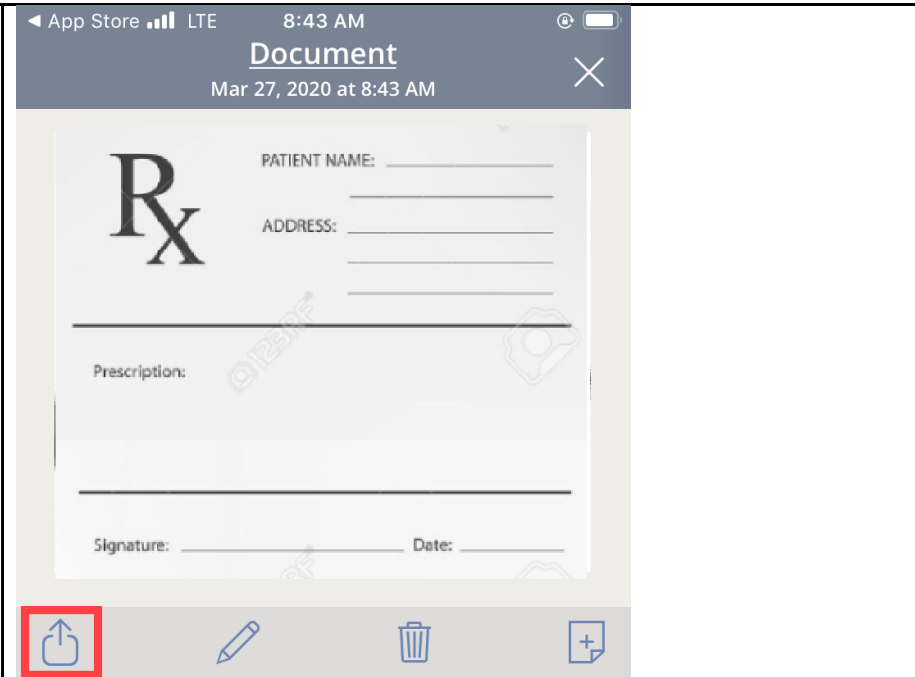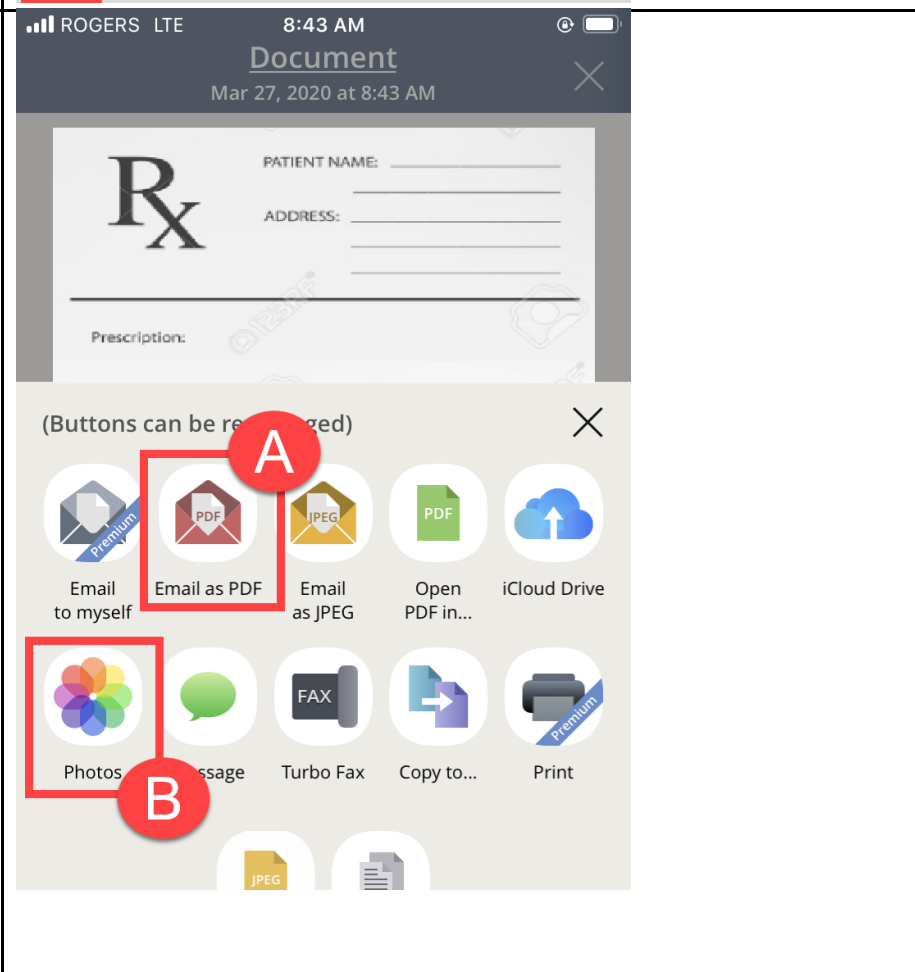## GET STARTED with SECURE EMAIL-TO-FAX (TURBOSCAN + SR FAX)

| | |
|---|---|
| 1. Open the App Store on your Mobile Device. Search for TurboScan (Do NOT download Turbo Scan Pro) <br> 2. Download to the your mobile device. |  |
| 3. Print/Write the prescription *ensure Full Name, PHN, DOB are completed for patient. <br> 4. Sign *wet signature required and ensure Provider Name, Prescriber Phone | |

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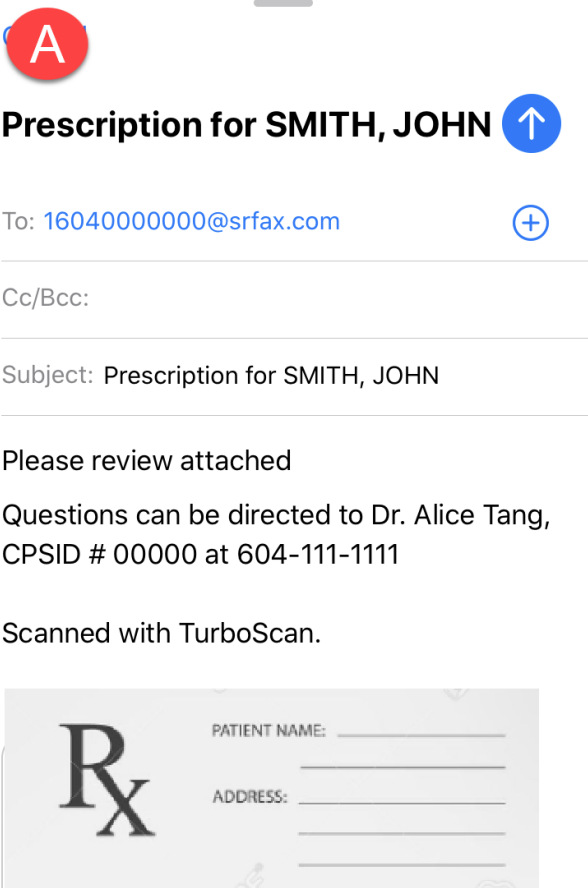
| | |
|---|---|
| Number and CPSID # /MSP # are clearly identified | |
| 5. Open TurboScan *Note: the first time you open it, you will have to click through the permissions and permit access to your camera<br>6. Click the Camera icon on the bottom left corner | App Store ᴵᴸᴸ LTE   8:42 AM<br>⚙ **TurboScan** 🔍 ☰<br><br>No stored documents<br><br>📷   3x   🖼 |

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| 7. Hold your mobile device over the prescription. The app will form a red square noting the edges and automatically take a photo. |  |

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| 8. You will now be shown a preview of the prescription photo. Validate that it is clear and legible.<br>9. Click Next in the top right corner | ◄ App Store ·ııı LTE    8:43 AM<br>Frame    **Preview**    Next<br>Page 1<br><br>R<sub>X</sub>    PATIENT NAME: _____<br>ADDRESS: _____<br><br>Prescription:<br><br>Signature: _____    Date: _____<br><br>🗑    ↩    B/W    ↪    ⊞ |
| 10. The document is now stored within the application. | ◄ App Store ·ııı LTE    8:43 AM<br>⚙    **TurboScan**    🔍  ☰<br><br>R<sub>X</sub>    **Document**<br>March 27, 2020  at 8:43 AM<br><br>📷    3x    🖼 |

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| 11. Click your document to reopen.<br>12. Click the Icon in the bottom left corner |  | |
| For Providers who have a VCH Device or using ActiveSync to use VCH email through your mobile device, follow Stream A.<br><br>For Providers who have a BYOD without ActiveSync follow Stream B.<br><br>13.<br><br>A. Click Email as PDF. This will open into your default email application into a new email message.<br><br>B. Click Photos. This will save the image into your mobile device photo storage. You will need to attach this |  | |

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| image into your webmail separately. | |
| 14.<br><br>A.<br>Your email will open with the image within the message body. Insert the following:<br>To:<br>##########@srfax.com<br>(1+AREA CODE+PHARMACYFAX)<br>Subject: Prescription for PATIENT LAST NAME, FIRST NAME<br>Body:  Your name, contact information and CPSID # /MSP # must be added<br>*IMPORTANT AS THE COVER SHEET ATTACHED HAS GENERIC VCH CONTACT INFORMATION<br>Once validated, send email. A confirmation email will be sent within 5 minutes, depending on volume.<br>*The To, Subject and Body will become the Fax Cover Sheet with a confidentiality disclaimer. The Prescription will become Page 2 | **A**<br><br>**Prescription for SMITH, JOHN** ↑<br><br>To: 16040000000@srfax.com  ⊕<br><br>Cc/Bcc:<br><br>Subject: Prescription for SMITH, JOHN<br><br>Please review attached<br><br>Questions can be directed to Dr. Alice Tang, CPSID # 00000 at 604-111-1111<br><br>Scanned with TurboScan.<br><br>R℞  PATIENT NAME: _____<br>ADDRESS: _____ |

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14.
B.
Once prescription has been saved to a photo, open your mobile device web browser. Go to webmail.vch.ca and open your VCH email using your VCH login/password using MobilePASS+
To:
##########@srfax.com
(1+AREA CODE+PHARMACYFAX)
Subject: Prescription for PATIENT LAST NAME, FIRST NAME
Body: Your name, contact information and CPSID # /MSP # must be added
*IMPORTANT AS THE COVER SHEET ATTACHED HAS GENERIC VCH CONTACT INFORMATION
*ADD Image of Prescription
Once validated, send email. A confirmation email will be sent within 5 minutes, depending on volume.
*The To, Subject and Body will become the Fax Cover Sheet with a confidentiality disclaimer. The

**B**

## Prescription for SMITH, JOHN ↑

To: 16040000000@srfax.com  ⊕

Cc/Bcc:

Subject: Prescription for SMITH, JOHN

Please review attached

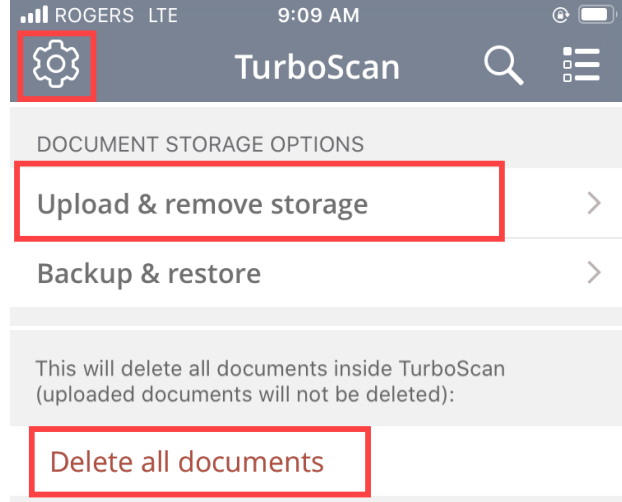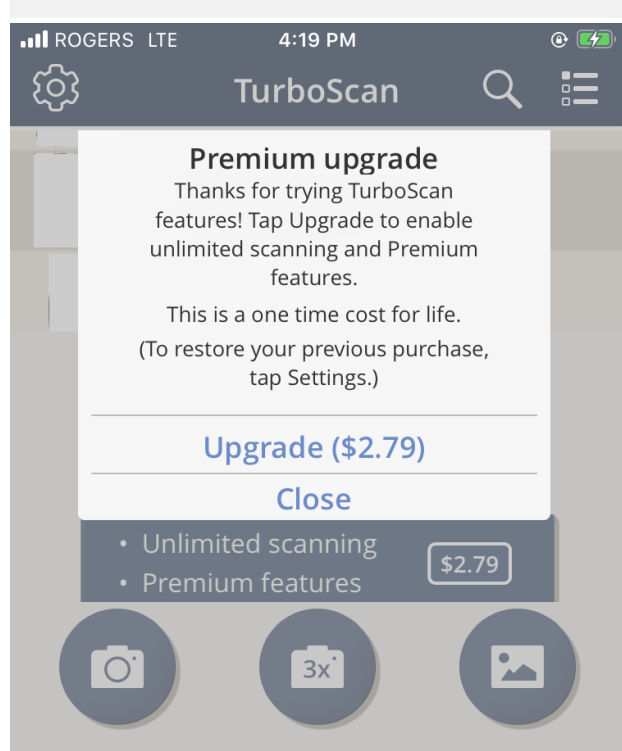Questions can be directed to Dr. Alice Tang, CPSID # 00000 at 604-111-1111



PATIENT NAME: _____

ADDRESS: _____

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|---|---|
| Prescription will become Page 2 | |
| 15.<br><br>A.<br>Return to the TurboScan application Click the Wheel in the top right corner and your settings will open. Under Document and Storage Options, select Upload & remove storage Scroll to the bottom and select Delete all Documents Next, go into your email SENT folder and delete email.<br><br>Note* This app can only hold a maximum of 3 documents before it restricts you from adding more. A pop-up asking you to purchase the full app will appear. To avoid this pop-up, always delete the documents once sent. | ▪▪▪ll ROGERS  LTE          9:09 AM          ☺ ▭<br>⚙          **TurboScan**          🔍  ☰<br><br>DOCUMENT STORAGE OPTIONS<br><br>Upload & remove storage          ›<br><br>Backup & restore          ›<br><br>This will delete all documents inside TurboScan (uploaded documents will not be deleted):<br><br>Delete all documents<br><br>▪▪▪ll ROGERS  LTE          4:19 PM          ☺ 🔋<br>⚙          **TurboScan**          🔍  ☰<br><br>**Premium upgrade**<br>Thanks for trying TurboScan features! Tap Upgrade to enable unlimited scanning and Premium features.<br>This is a one time cost for life.<br>(To restore your previous purchase, tap Settings.)<br><br>**Upgrade ($2.79)**<br><br>**Close**<br>• Unlimited scanning<br>• Premium features          $2.79<br><br>📷          3x̂          🖼 |
| 15.<br><br>B.<br>Go into your mobile device photos and delete image of prescription | |

| | |
|---|---|
| Follow remaining steps from 15. A. above. | |
| 16.  Retain paper copy of prescription in a secure location until you can take it on site to place in the patient's paper clinical health record. | |